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QUESTIONS RELATING TO INFORMATION

Report of the Secretary-General

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I. INTRODUCTION

1. In its resolution 48/44 B of 10 December 1993, the General Assembly requested the Secretary-General to report to it at its forty-ninth session and to the Committee on Information at its sixteenth session on the implementation of the recommendations contained in the resolution.

2. The following reports of the Secretary-General related to topics covered by the resolution were submitted to the Committee on Information at its sixteenth session, held from 9 to 24 May 1994:

(a) Activities of the Joint United Nations Information Committee (JUNIC) (A/AC.198/1994/2);

(b) Status of Development Forum (A/AC.198/1994/3);

(c) Review of publications by the Department of Public Information (A/AC.198/1994/4);

(d) Integration of United Nations information centres with field offices of the United Nations Development Programme (UNDP) (A/AC.198/1994/5);

(e) United Nations information centres in 1993: allocation of resources from the regular budget of the United Nations (A/AC.198/1994/6);

(f) Enhancing, reactivation and establishment of United Nations information centres (A/AC.198/1994/7).

A note by the Secretary-General was also issued regarding observations and suggestions by Member States on ways and means of furthering the development of communication infrastructures and capabilities in developing countries (A/AC.198/1994/8).

3. The Assistant Secretary-General for Public Information provided supplementary information in two statements delivered to the Committee on Information at its sixteenth session.

4. The deliberations of the Committee on Information are reflected in its own report to the General Assembly. 1/ An attempt is made in the present report to avoid, to the extent possible, the repetition of material contained in reports submitted to the Committee on Information, by covering mainly items not considered by the Committee or updating the information contained in the above-referenced reports. In contrast to previous reports, however, this report seeks to avoid a narrative describing information materials produced by the Department as part of its mandated activities. In the interest of brevity and clarity, the annex to the present report contains a listing of major information products produced during the reporting period. The report itself focuses on the policies and strategies applied in the conduct of information activities in accordance with both resolution 48/44 B and the directives of the Secretary-General, while taking fully into account the priority areas designated by the General Assembly. It also seeks to explain the considerable part of the

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work of the Department which is ongoing and linked to the increasing activities of the Organization as well as expanding conference and meeting schedules, particularly those of the Security Council.

II. OVERVIEW

5. Under its new leadership, the Department of Public Information has undertaken to strengthen its professional credibility, sharpen the focus on selected issues, forge strong enduring media partnerships, reach wider key audiences, enhance the tools of programme delivery and streamline the management of its operations. Greater emphasis is placed on the full utilization and appropriate deployment of staffing resources to achieve more efficient programme delivery. Information strategies are constantly evaluated and reviewed so as to communicate the evolving United Nations message with impact and to respond rapidly in correcting misperceptions. Thematically-integrated information materials are targeted to designated audiences, employing such channels as the news media, non-governmental organizations, parliamentarians, educational institutions and, especially, the network of United Nations information centres, field offices of the United Nations development system and other outlets in the field.

6. In order to sharpen the focus of the Department's activities mandated under paragraph 2 (a) of General Assembly resolution 48/44 B, the following thematically-integrated priority areas are being pursued:

(a) Sustainable economic and social development in the overall context of "An Agenda for Development", with stress on the promotion and interrelation of issues raised in connection with the International Conference on Population and Development, the World Summit for Social Development, the Fourth World Conference on Women and other major United Nations conferences;

(b) Peacemaking, peace-keeping and peace-building in pursuit of the Organization's new responsibilities;

(c) Human rights and humanitarian relief activities, highlighting the emerging role of the Organization.

7. In promoting these major themes, there is a clear need for a unified approach to United Nations public information activities in order to present a unified image. Thus, United Nations Secretariat public information activities outside the Department of Public Information will need to be coordinated with the Department to avoid fragmentation and duplication. This applies in particular to issues of economic and social development. Of equal importance is the Department's involvement at the very beginning in the establishment of information components for peace-keeping and other humanitarian and political missions. Greater consolidation of public information activities within the Department would be likely to promote cost efficiency.

8. A major goal of the Department is to project the United Nations as an increasingly unified, coherent, efficient and effective Organization capable of meeting its increasing challenges. Thus, the Department has intensified its

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consultation with other departments and offices of the Secretariat and United Nations agencies and programmes, both at Headquarters and in the field. It has increased its efforts in elaborating, coordinating and harmonizing policies and activities of the entire United Nations system in the area of information. It continues to strengthen and further develop a system that ensures consistency of style and signatures on United Nations products. Efforts are made to increase co-production arrangements in order to enhance the utilization of materials, while at the same time expanding outreach programmes for the public, editors and senior media representatives. Similarly, the Department has stepped up its dialogue with the community of non-governmental organizations (NGOs), in line with system-wide efforts to develop fruitful partnerships with this burgeoning sector of civil society.

9. Another important element of the Department's overall strategy is the effort to better identify target audiences in order to improve the distribution of its information materials. Given the financial as well as practical constraints on mass production and distribution of materials at the local level and the rapid development of communication technologies, new emphasis is being placed on the mass dissemination of information through electronic networks and databases. The Department continues to direct its information to a broader spectrum of audiences with the help of United Nations information centres, services and other United Nations offices world wide. Improved communications technologies, discretionary funding and the creation of country-specific information products have all helped United Nations field offices in their outreach to national audiences. A new dissemination strategy focuses on redisseminators of information such as key media sources, NGOs, academic institutions and Governments. In addition to refining and constantly updating mailing lists of redisseminators and eminent persons, information officers are encouraged to work with the media on a one-to-one basis, adopting a personalized approach that has greatly enhanced outreach, in particular for conference-oriented issues.

10. By establishing stronger links with diverse media around the world, the Department seizes every opportunity within its resources to respond to the media's new interest in the United Nations as both news-maker and programme source. The effective application of modern technology is considered critical in disseminating the message of the United Nations as well as information about the Organization and its work. Currently, the media, NGOs, educational institutions and the public have such access through Internet and other electronic networks, which make United Nations press releases and documents available to an estimated 31 million potential network users. Moreover, the Department is increasingly providing information in electronic form either through on-line access or in CD-ROM format. The computer-based audio news system, the United Nations Radio Bulletin Board, offers another means for the media, the public and the diplomatic community to keep in touch with United Nations developments, both at Headquarters and in the field.

11. The Department is measuring from feedback material the extent of the impact of its work in order better to meet the needs of the media.

III. GENERAL DESCRIPTION OF ONGOING FUNCTIONS

12. Over the past several months, limited structural arrangements have been made to streamline the Department's work. New responsibilities include the provision of library, cartographic and design services as well as secretariat services to the interdepartmental Publications Board, which manages the Organization's publishing programme. Another indication of the enhanced coordination between public information and publishing activities is the Secretary-General's decision to appoint the Assistant Secretary-General for Public Information as Chairman of the Publications Board. Recently, measures have been taken to fine-tune the Department's organizational structure so as to establish clearer, more effective reporting lines. In general, these measures include the consolidation of departmental publications and editorial sections, the consolidation of services to the public and non-governmental organizations and more direct reporting lines in the management of the Information Centres Service.

13. In compliance with the mandate set out in resolution 48/44 B, in particular paragraph 2 (c), and meeting the objectives set by the Secretary-General and the General Assembly, the Department has continued "its efforts at promoting an informed understanding of the work and purposes of the United Nations system among the peoples of the world and at strengthening the positive image of the system as a whole". The Department's day-to-day operations have been conducted with these primary objectives in mind.

14. The Office of the Spokesman for the Secretary-General is a main point of contact with media representatives covering the United Nations, particularly those accredited at Headquarters. The Spokesman's daily briefings for correspondents, followed by briefings for delegation press officers, have a particular focus on current issues. The noon briefings are a reflection of the increasing daily activities of the Secretary-General, the Security Council and various other bodies. The Office also responds to the multitude of inquiries from correspondents throughout the day and prepares, in coordination with other departments, "Letters to the Editor" and OpEd pieces as needed to respond to press articles on the United Nations. That Office is also helping to plan the Secretary-General's media-related activities, including setting up his press conferences and handling requests from journalists for interviews. The Office of the Spokesman for the Secretary-General regularly organizes background briefings by the Secretary-General and senior Secretariat officials for senior journalists and editors.

15. The Media Division provides press releases, photographic, television and radio coverage and programmes as well as technical services to the media. The Division continues to be an important link between the United Nations and the international media by accrediting, promoting contact with, and providing services including working space and access for the coverage of meetings and events to members of the media. During the reporting period, the Division provided, in both English and French, continuing coverage of the Security Council's public meetings on all "situations requiring immediate and special response", as called for under paragraph 2 (b) of General Assembly resolution 48/44 B. Coverage included the Council's actions relating to Rwanda, Haiti and the former Yugoslavia, especially Bosnia and Herzegovina. In this respect, it

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also issued the texts of special appeals by the Secretary-General on crisis situations and issued press releases produced by the Department of Humanitarian Affairs, the United Nations High Commissioner for Refugees, the World Food Programme, the United Nations Children's Fund and other United Nations organizations concerned with emergency humanitarian assistance. In compliance with paragraphs 2 (c), 17 and 19 of resolution 48/44 B, the Division published detailed press releases in English and French on the work of United Nations bodies, as well as press releases containing statements by the Secretary-General.

16. In recognition of the importance of the use of radio as the medium which reaches the largest proportion of the world's population and as called for under paragraphs 2 (c) and 18 of resolution 48/44 B, the Division took steps "to enhance the efficiency of regional radio units" through increased production and dissemination, where possible within existing resources, of up-to-date news reports and documentaries to reflect the full range of the Organization's activities. The Division continued to expand the output of the United Nations Radio Bulletin Board, which now provides up-to-date daily news bulletins and summaries, press briefings as well as special reports on United Nations activities world wide.

17. In compliance with paragraph 2 (c) of resolution 48/44 B, the Division also continues to provide broadcasters with television coverage of official meetings and events occurring at and away from Headquarters as well as magazine items and panel discussions on a weekly basis. The live television coverage and excerpts packages are made available to national and international broadcasting organizations and international television news syndicators. These television magazines and panel discussions cover most of the activities and concerns of the United Nations system. Several items are devoted to issues to be discussed at each of the major United Nations conferences. In addition, documentaries and public service announcements are produced for broadcast and educational screenings to publicize the International Year of the Family (1994) and to promote disarmament and environmental issues.

18. In addition, the Media Division also produces photographic coverage of meetings and events at and away from Headquarters, including a programme carried out under a five-year plan devised to show the aims and activities of the United Nations system on a global basis, along the lines of the Department's thematically-integrated areas of focus. Joint photo missions are carried out whenever possible by the United Nations and other members of JUNIC, building on the network of photo editors who cooperate by keeping their counterparts informed when coverage is being planned or carried out in a given region. A computerized image databank is being established utilizing digital photo discs, and the Division is providing a database of a basic collection of United Nations images through the Internet for use in the production of books, articles, exhibits and other materials by the United Nations, National Committees, publishers and others to commemorate the Organization's fiftieth anniversary. Similarly, the records of the audiovisual production library, which include audio, film and video archival materials of official United Nations meetings and feature productions, will be computerized and made available through the Internet. This will not only reach more users, but will also give on-line

access to the media, researchers and educational institutions, and eliminate bulky conventional storage means.

19. The Promotion and Public Services Division, in accordance with paragraph 2 (a) and (c) of resolution 48/44 B, develops and implements promotional and outreach programmes directed at targeted groups through the media, the system of United Nations information centres, and non-governmental organizations, and directly to the general public through the development of general, thematically-integrated information materials and the provision of other information services, the arrangement of speaking engagements for United Nations officials and the conduct of guided tours.

20. Exhibits represent a key element in the Department's public outreach strategy. The annual programme of temporary exhibits for the Public Lobby at Headquarters, sponsored by United Nations bodies under the Exhibits Committee, continued to highlight the Organization's many mandated activities.

21. Although security concerns have temporarily subjected the guided tour of United Nations Headquarters to certain restrictions, omitting the Security Council and Trusteeship Council Chambers and reducing group size, efforts are under way to incorporate these two very important Chambers and to increase the group size so that the tour may revert to a more financially viable operation.

22. As part of the efforts to build bridges with the host community, special tours have been given to underprivileged children and to visiting dignitaries. During the reporting period, the Division responded to more than 1,200 groups requesting United Nations speakers, making it possible to reach approximately 150,000 people at and away from Headquarters. A modular kit has been developed for use in classrooms, and a series of question-and-answer papers on peace-keeping operations and the Charter of the United Nations is being produced.

23. Some 1,400 NGOs accredited to the Department represent a vital support and, in essence, act as "partners" in carrying out United Nations public information programmes. The Department's weekly briefings for the NGO community at Headquarters reach an average of 200 NGO representatives per week. In addition, the Division maintains the NGO Resource Centre, where NGO representatives can obtain updated, system-wide United Nations materials and make use of a complete United Nations film library. The 47th Annual Conference of the Department of Public Information for Non-Governmental Organizations, held at Headquarters from 20 to 22 September 1994 under the theme "We the Peoples: Building Peace", brought together over 1,000 NGO representatives with the Secretary-General and senior officials. The Department sponsors information events in collaboration with other offices or programmes of the United Nations and with NGOs to publicize specific issues on the United Nations agenda and seeks the assistance of NGOs in sponsoring the translation and printing of United Nations information materials in non-official languages. To facilitate United Nations and NGO interaction, the Department publishes an annual DPI/NGO Directory of all NGOs associated with DPI.

24. In compliance with its mandate to continue its briefings, assistance and orientation programmes for broadcasters from developing countries, set out in

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paragraph 2 (d) of resolution 48/44 B, the 1994 Training Programme was conducted with journalists coming from 15 countries. The participants, who were chosen in consultation with United Nations field offices on a rotating basis, came from: Bangladesh, Belarus, Belize, Chile, China, Côte d'Ivoire, Guatemala, Jordan, Kazakhstan, Kenya, Oman, Seychelles, Swaziland, Thailand and Vanuatu. Four other journalists, sponsored by the Friedrich Ebert Foundation/Germany, also took part in the programme. Participants received in-service training, undertook professional assignments, and attended briefings by United Nations officials and representatives of media organizations.

25. The Library and Publications Division prepares mandated publications, manages the United Nations publications programme, and provides library, cartographic and design services. The activities of the Publications Service and the Publications Board during the reporting period are outlined in section VI below.

26. Integrated within the Department of Public Information since April 1993, the Dag Hammarskjöld Library maintains an archival collection of United Nations documents and publications and in-house production and processing of data, for use by delegations, missions, United Nations staff and researchers, while enabling all libraries of the United Nations system to function as a user-oriented network. One of the Library's main responsibilities is to acquire information resources needed by the Organization and its Member States and to make them readily available. Technological innovations have transformed this process, whereby the information need not reside in the Library, but could be transferred to the Library on demand in electronic formats. To meet these new challenges, the Library has been pursuing the establishment of an interdepartmental and jointly-funded information resource network capable of providing information to its users in the most cost-effective manner.

27. Responsible for primary bibliographic control of documents and publications issued by the United Nations world wide, the Library maintains a variety of bibliographic, factual, thesaurus and full-text databases, under the United Nations Bibliographic Information System, which is currently accessed on-line by 84 Governments and 81 Permanent Missions. Several recurrent index series are issued from these databases in hard copy, and the soon-to-be issued UNBIS Plus on CD-ROM will provide easy, portable access to the databases with user-friendly retrieval software and extensive hypertext links to all databases.

28. Through its system of 335 depository libraries in 137 Member States, the Dag Hammarskjöld Library disseminates information about the Organization and its activities. The Library has prepared a training programme for librarians in United Nations-designated depository libraries, especially in developing countries, in order to enhance the use of United Nations materials. Through such training, the depository librarians are becoming focal points in disseminating information about the United Nations.

29. The Information Centres Service administers and manages the system of United Nations information centres and services, under the direct supervision of the head of the Department. Details of the Service's activities during the reporting period are set out in section VII below.

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30. The Office of the Assistant Secretary-General provides overall information policy and programme direction, as well as executive and programme evaluation, Committee on Information and Joint United Nations Information Committee (JUNIC) secretariat services as well as Publications Board secretariat services.

IV. IMPLEMENTATION OF SPECIFIC INFORMATION PROGRAMMES MANDATED
UNDER PARAGRAPH 2 (a) OF RESOLUTION 48/44 B

31. Through the application of a more thematically-integrated approach, the Department has sharpened its focus and the direction of its activities mandated under paragraph 2 (a) of General Assembly resolution 48/44 B. For ease of reference, these activities are described within the context of thematically-integrated areas of public information activities.

- (a) Sustainable economic and social development in the overall context of "An Agenda for Development", under the provisions of paragraph 2 (a) (vii), (viii), (ix), (x), (xi), (xiv), (xv) and (xvi)

32. Economic and social issues continue to receive extensive coverage by the Department. Various activities conducted in connection with "An Agenda for Development" have provided opportunities to promote increased awareness and understanding of development issues and the role of the United Nations. The Secretary-General's report entitled "An Agenda for Development" and the World Hearings on Development, convened by the President of the General Assembly from 6 to 10 June 1994 at United Nations Headquarters with 30 leading international experts and eminent personalities, received wide coverage in the Department's information materials. Also, the high-level segment of the Economic and Social Council and the addresses by the Secretary-General as well as the President of the General Assembly on "An Agenda for Development" at that important meeting, held at the end of June 1994, were highlighted in radio, video and print releases, thus generating coverage by the media world wide.

33. Within the context of the Department's public information strategy for the 1995 World Summit for Social Development, attention is being focused on such economic and social concerns as poverty, unemployment and social disintegration. The Department has begun publication of a bimonthly newsletter, Development Update. The 1994 United Nations International Symposium on Trade Efficiency, the mid-term review of the Programme of Action for the Least Developed Countries for the 1990s, the launching of the World Economic and Social Survey and the International Day for the Eradication of Poverty are additional vehicles being utilized by the Department to promote an informed understanding of the multidimensional economic and social issues on the Organization's agenda. The International Year of the Family has been the focus of a public information programme undertaken to raise awareness of family-related issues.

34. Environment and development issues continued to receive considerable attention, as the Department implemented a public information programme for the 1994 Global Conference on the Sustainable Development of Small Island Developing States, providing media liaison as well as press, radio and television coverage. The United Nations Information Centre (UNIC) at Port of Spain assisted both DPI at Headquarters and the secretariat of the Conference with the preparations for

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and activities during the Conference. Departmental activities continue to draw attention to the follow-up to both this Conference and the earlier United Nations Conference on Environment and Development, as the link between the triad of United Nations conferences dealing with population, social development and women's issues has offered the Department additional opportunities for generating public support in this field.

35. Information activities to promote understanding and awareness of the role and status of women and the work of the United Nations for women remain a departmental priority. During the past year, many of the Department's activities in this area have related to preparations for the Fourth World Conference on Women, to be held in 1995. Such issues as inequality in access to education, health and related services and in the sharing of power and decision-making at all levels, violence against women, the effects of armed conflicts on women, and the insufficient use of the media to promote the positive contributions of women to society are also being promoted within the information campaigns of other major international conferences. International Women's Day, 8 March, is utilized by the Department and its centres and services as an annual event to foster understanding of women's rights in the context of economic and social development at the national and local levels. Opportunities to keep the international community aware of these issues are also seized by interweaving them into the promotional campaigns undertaken for such international days as Literacy Day and World AIDS Day.

36. Through the conduct of a multi-media information programme, the Department continued to draw attention to international efforts against drug abuse and illicit drug trafficking. These activities have included: publicizing last year's special meeting of the General Assembly on drug control; launching the annual Report of the International Narcotics Control Board; and observing on 26 June the International Day against Drug Abuse and Illicit Trafficking.

37. In view of the continuing priority the United Nations attaches to African recovery and development, the Department strengthened its Africa Recovery Section through internally redeployed resources. The Department's work is guided by the United Nations New Agenda for the Development of Africa in the 1990s, in compliance with the request of the General Assembly at its forty-eighth session to "ensure appropriate and adequate support for ... the continuation of the effective public information activities and mobilization of efforts to raise international awareness of the economic crisis in Africa" (resolution 46/151, annex, sect. II.C, para. 47).

38. The Department's strategy to raise such awareness emphasizes, on the one hand, the uniqueness and severity of the crisis affecting the world's most impoverished continent and, at the same time, highlights the successes and efforts of numerous African countries to revive development. The central element in the Department's information strategy is the quarterly periodical Africa Recovery, accompanied by other publications focusing on issues of special concern to the continent and emphasizing the link between peace, development and humanitarian actions of the United Nations in Africa.

39. The Africa Recovery publications continue to have a remarkable impact on their intended audiences, most noticeable on the media. Such impact was most

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visible in recent editorials and pieces in international print media, such as The New York Times, the International Herald Tribune, African Business, Le Soir and The Independent, supporting the Secretary-General's appeal for more concerted action on Africa and stressing the role of the United Nations and the international community in averting famine in southern Africa.

- (b) Peacemaking, peace-keeping and peace-building in the pursuit of the Organization's new responsibilities, in accordance with the provisions of paragraph 2 (a) (i), (ii), (iii), (iv), (xii), (xiii) and (xviii)

40. The Organization's activities in the area of peacemaking, peace-keeping and peace-building remain the focus of a great deal of the Department's activities. By providing the public with a timely and accurate account of United Nations activities in this field, the Department aims to promote realistic expectations and generate support for this crucial area of endeavour. Major publications on peace-keeping activities, issued or currently under preparation include: a booklet, a question-and-answer leaflet, periodic updates offering concise information on each of the ongoing missions as well as statistical information. Feature articles and reference papers are issued as warranted by new developments in peace-keeping and other political missions. The Department, in close cooperation with other substantive departments and offices as well as United Nations agencies, is preparing comprehensive documentation in book format on United Nations efforts to resolve conflict and promote peace in Angola, Cambodia, El Salvador, Haiti, Liberia, Mozambique, Rwanda and Somalia. These books are intended to serve as tools for academicians, researchers, policy makers, journalists and others interested in gaining deeper understanding of the new role the United Nations is playing in resolving conflicts or complex emergencies which have required an international response. Each volume will contain all of the key documents pertaining to a particular United Nations operation. Complementing these documents is an analytical introduction drawing conclusions about the operation and lessons for future United Nations involvements.

41. To continue promotion of awareness of disarmament issues the Department, in cooperation with the Office for Disarmament Affairs, provided information materials on disarmament and related issues for distribution through United Nations information centres and services throughout the world, NGOs and the media.

42. In compliance with paragraph 2, subparagraph (a) (xviii), of resolution 48/44 B and previous resolutions, the Department's various activities undertaken in this regard included encounters for journalists, fact-finding missions for journalists to the Middle East, the publication of books, pamphlets and other information materials and the production of audiovisual materials. These activities are also in accordance with the expressed view of the Committee on the Exercise of the Inalienable Rights of the Palestinian People and in its report to the General Assembly, 2/ in which the Committee emphasized the importance of the Special Information Programme on the Question of Palestine and recommended that the Programme follow and reflect realities related to the new experiences of the Palestinian people.

43. As decolonization remains one of the concerns of the General Assembly and taking into account the objective of the International Decade for the Eradication of Colonialism by the Year 2000, the Department continued to emphasize in its activities that, despite major achievements in the process of decolonization, 18 Non-Self-Governing Territories have not yet exercised their right to self-determination.

- (c) Human rights and humanitarian relief activities, highlighting the emerging role of the Organization, in accordance with the provisions of paragraph 2 (a) (v), (vi) and (xvii)

44. On 23 June 1994, the General Assembly readmitted South Africa to membership and, in its resolution 48/258 A, decided to terminate the mandate of the Special Committee against Apartheid and to remove from the provisional agenda of its forty-ninth session the item entitled "Elimination of apartheid and establishment of a united democratic and non-racial South Africa". In addition, on 27 June 1994, the Security Council adopted the final report of the United Nations Observer Mission in South Africa (UNOMSA) and removed from the list of matters of which the Council is seized the item entitled "The question of South Africa".

45. With the dismantling of apartheid in South Africa, the Department has begun a review of its programmes and resources to determine how to reorient its activities to highlight emerging opportunities for peace and development in the region of southern Africa, and has geared its efforts towards supporting "the establishment of a united, non-racial and democratic South Africa".

46. In winding up its anti-apartheid activities, the Department has discontinued the production and dissemination of all radio programmes on "international efforts towards the eradication of apartheid". While awaiting a decision by the General Assembly on the disposition of resources appropriated for such information activities, the Anti-Apartheid Radio Programme Section is assisting, on a temporary basis, with the production of radio programmes for the Africa Radio Unit in "support of the United Nations New Agenda for the Development of Africa in the 1990s" and in response to the call upon the Secretary-General "to enhance the efficiency of regional radio units in the Department of Public Information", as requested in paragraph 18 of resolution 48/44 B. The Department's activities in this regard also included the organization of a seminar in Cape Town to assess the image of the United Nations in South Africa, held from 8 to 10 February 1994; and the publication of pamphlets to publicize the electoral process, as well as the preparation of a book to review the history of the United Nations campaign against apartheid since 1946 until the democratic elections of April 1994.

47. Building on world-wide interest among the media, NGOs, academic institutions and others in the Organization's work for human rights which was generated by the 1993 World Conference on Human Rights, the Department's outreach activities during the past year have emphasized the results of the Conference, including the role and work of the United Nations High Commissioner for Human Rights. The launching of three international decades relating to human rights issues - the International Decade of the World's Indigenous People, the Third Decade to Combat Racism and Racial Discrimination and the proposed

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Decade for human rights education - offered further opportunities to generate awareness and understanding of human rights issues. Human Rights Day, 10 December, is an annual occasion for the Department and its world-wide network of information centres and services to undertake activities at the national and local levels to promote an understanding and support for the Organization's work in the field. Specific human rights issues - such as the right to development, women's rights, children's rights, and economic and social rights - continue to be highlighted as part of the information campaigns of the upcoming major conferences as well as international observances, such as the International Day for the Eradication of Poverty.

V. PROMOTION OF MAJOR CONFERENCES

48. In accordance with the provisions of paragraphs 22 and 23 of resolution 48/44 B, the Department has developed information strategies that emphasize the linkages between the major United Nations conferences occurring during the biennium, so as to maximize the impact of the discrete campaigns designed for each conference. The International Conference on Population and Development, the World Summit for Social Development and the Fourth World Conference on Women are part of a continuum of United Nations activities which include the observance of the fiftieth anniversary of the Organization.

49. The coordinated public information programme for each conference shares the common goal of heightening public awareness, broadening substantive knowledge of the issues and generating greater public support for action plans resulting from the meetings. All public information activities designed for these major conferences are defined by their role in setting the international agenda and recommended action on issues of major concern to the international community into the twenty-first century.

50. Multimedia campaigns for each of the conferences are planned and implemented in coordination with the substantive secretariat and JUNIC partners. A key element in the promotion of the three major conferences is the travelling exhibit with the title "A New Agenda for Human Development", which was mounted for display at Headquarters Public Lobby and will be shown at the respective conference sites. The photographic material was provided by the Association of Professional Women Photographers at no charge to the Organization. In a joint Department of Public Information, United Nations Development Programme and Population Division project, expected to serve as an example for the future, the materials issued in connection with the International Conference on Population and Development will be captured and disseminated in electronic format on Internet. This project will not only make materials immediately available on-line to users, it will also facilitate the issuance by the United Nations of an authoritative CD-ROM product immediately following the Conference. The Department has also designed a comprehensive programme for detailed coverage of the Conference as part of a "coordinated public information programme" and will be similarly involved in the World Summit for Social Development and the Fourth World Conference on Women. In addition to issuing conference-related publications, the Department will produce special documentary series and promotional programmes in official and non-official languages, both in print and in audiovisual format.

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51. United Nations information centres and services play an essential role in promoting public awareness with regard to United Nations conferences, broadening the substantive knowledge of the issues before these conferences and in generating public support for their results. The direct relations developed by information centres and services with national media, parliamentarians, government agencies, local and regional NGOs, and educational institutions in their host countries are of great importance in these endeavours. Through the production and distribution of newsletters and press releases, organization of press conferences for United Nations officials and experts, and provision of United Nations documentation, print and audiovisual materials produced by the Department, United Nations offices in the field constitute an invaluable resource in the preparation and in the follow-up of major conferences.

52. UNIC Port of Spain was instrumental in sensitizing the media in the Caribbean on the preparations for the Global Conference on the Sustainable Development of Small Island Developing States. The Director served as UNIC Liaison Officer during the Conference, maintaining the network of information centres and services abreast of its proceedings. UNIC Cairo has provided support to the DPI team involved with the International Conference on Population and Development and, as a member of the inter-agency task force in the host city, has assisted with the preparation of materials in Arabic. UNIC Copenhagen is producing information in the five Nordic languages for distribution in Denmark, Finland, Iceland, Norway and Sweden on the World Summit for Social Development. It is assisting both the conference secretariat and DPI teams with media and NGO liaison as well as with logistics in preparation for the Summit. For the Fourth World Conference on Women, UNIC Jakarta and UNIC Buenos Aires have already provided press liaison and coverage for the regional preparatory meetings and for the Secretary-General of the Conference in her travels.

VI. PUBLISHING ACTIVITIES

53. In compliance with paragraph 4 of resolution 48/44 B, the Department has continued to ensure the timely production and dissemination of its major publications, the UN Chronicle, the Yearbook of the United Nations and Development Business. In addition to providing comprehensive coverage of major political, economic and social issues on the United Nations agenda including all Security Council action, the UN Chronicle covered all major United Nations conferences and other special events and priority issues. An initial assessment of the UN Chronicle has been completed. The potential of the publication, its content and its frequency are currently under review.

54. Published annually, the Yearbook of the United Nations is the most comprehensive and authoritative reference work on the activities of the United Nations and its common system. After a time-lag of more than five years, the publication of the current editions of the Yearbook has now been maintained on a timely annual schedule, and since 1992 a programme has been under way to eliminate the remaining backlog volumes (1989 and 1990) by 1997. In addition to continuing with the publication of the regular volumes of the Yearbook, and as a contribution to the fiftieth anniversary observance of the United Nations, the Department, in cooperation with the external publisher, plans to issue a special fiftieth anniversary volume by mid-summer of 1995.

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55. The matter of reviving the publication of Development Forum remains under consideration by the Secretary-General as recommended in paragraph 5 of resolution 48/44 B, and has been the subject of consultations in JUNIC. Development Business continues to be published twice a month. In newspaper format, Development Business offers technical information to organizations and companies interested in monitoring and participating in international bidding on economic development projects financed by the United Nations system, the African Development Bank, the Asian Development Bank and the Inter-American Development Bank. Development Business also offers an on-line computer service, Scan-a-Bid, for subscribers seeking faster access to project and bidding information.

56. As part of the efforts to fulfil the mandate entrusted to the Department under paragraph 6 of resolution 48/44 B, the Department manages the official publications programme of the Organization as approved by the Publications Board. The reorganization of the Publications Service to incorporate all of the Department's editorial services has achieved greater coordination in the production of public information materials and publications prepared by substantive departments throughout the Secretariat, thus avoiding duplication whenever feasible. The Service also provides graphic design services for public information materials and publications as well as cartographic technical services for the preparation and dissemination of maps for documents, periodicals, books and other information materials, particularly those relating to peace-keeping operations.

57. Reconstituted to reflect the reorganization of the Secretariat, the Publications Board has taken action on a number of pressing publications policy matters. The enormous dissemination potential of electronic networks, such as the Internet, has again highlighted the urgent need to rethink traditional dissemination strategies, as access to networks can be nearly universal and the facility to download and reproduce hard copy of such materials most cost-effective. With this in mind, the Publications Board has recently refined copyright and dissemination policies to reflect the mandate to disseminate public information as widely as possible, while seeking to ensure the Organization's ability to maximize the sale of its publications and thereby recover the cost of producing its publications to the extent possible. The Board has also focused its attention on reviewing the impact of the revised policy for pricing sales publications put into effect in 1992 and establishing policy and technical guidelines for the publication of materials in such electronic formats as CD-ROM.

VII. UNITED NATIONS INFORMATION CENTRES

58. The streamlined reporting procedures of the Information Centres Service enable the Department to respond more quickly to requests from the network of United Nations information centres, services and offices.

59. Since the May 1994 review by the Committee on Information of the reports relating to United Nations information centres and services produced in response to requests contained in paragraphs 8, 11 and 13 of resolution 48/44 B (see A/AC.198/1994/5-A/AC.198/1994/7), several key staff moves have been made in the field. New Directors were appointed in Copenhagen, Mexico City and Ouagadougou,

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and Information Officers have taken up their duties in Asmara, Sana'a and Tehran. A rotation of Directors involving other centres has been completed. The process of converting local posts to the category of National Information Officer continues.

60. The premises of two information centres have recently relocated, achieving economies of scale and reflecting a unified United Nations image. UNIC London has been able to terminate an unfavourable lease and move to more cost-effective premises. In September 1994, UNIC Washington will move to premises that will be shared with almost all entities of the United Nations system located in that city. The United Nations information activities in Nairobi, including UNIC, the United Nations Development Programme (UNDP), the United Nations Environment Programme (UNEP) and the United Nations Centre for Human Settlements (Habitat) have been combined successfully and effectively.

61. To date, 16 UNICs have been integrated with the offices of UNDP. Further integration will be determined on a case-by-case basis and in close consultation with the Governments concerned. The Department will ensure that integrated centres continue to fulfil their information mandates.

62. During the sixteenth session of the Committee on Information, the representatives of eight countries expressed interest in the establishment of an information centre or component in their countries. While the Secretary-General may explore with the Governments of the countries concerned flexible formats to ensure the provision of United Nations information activities, the allocation of the necessary resources is subject to decision by the General Assembly.

63. Taking into account the provisions of paragraph 10 of resolution 48/44 B, the United Nations offices in Armenia, Azerbaijan, Belarus, Georgia, Kazakhstan, Ukraine and Uzbekistan, as well as the United Nations offices in Eritrea and the Russian Federation, have developed ways to reach out to the public they serve. Most produce press releases on United Nations observances and events as well as newsletters or bulletins containing information about the work of the United Nations system in the host country and information on United Nations activities received from Headquarters. These offices have made arrangements for local newspapers to reproduce United Nations information material on a regular basis.

64. After successful efforts to promote the Secretary-General's report entitled "An Agenda for Peace", UNICs have generated public interest in "An Agenda for Development", often by translating it into local languages. All United Nations information centres and services are actively involved in preparations for the fiftieth anniversary of the United Nations. They are instrumental in establishing national committees, they provide extensive support to the secretariat of the United Nations Fiftieth Anniversary, and they are engaged in special educational projects such as a global teach-in project inviting all schools to focus on the United Nations during the week of 24 October 1995.

65. Keeping abreast of the developments in global telecommunication technology, the Department, through the Dissemination Unit of the Information Centres Service, has made United Nations public information materials and documentation available on the Internet and other public electronic networks. United Nations documents, the Security Council and the Economic and Social Council, as well as

DPI publications such as UN in Brief, Basic Facts about the United Nations, DPI Programme Update, Development Update, daily press releases and backgrounders, can be accessed electronically in more than 60 countries. The Unit continues to disseminate United Nations materials in print and electronic form to the information centres and services, UNDP offices, peace-keeping missions, NGOs and to the public.

VIII. INTER-AGENCY COOPERATION

66. The Department of Public Information and the United Nations Educational, Scientific and Cultural Organization (UNESCO), in response to paragraph 2 (e) of resolution 48/44 B, continued its activities for the promotion of independent and pluralistic media. In cooperation with UNDP, they convened in Santiago de Chile, from 2 through 6 May 1994, a seminar to support independent and pluralistic media in the Latin American and Caribbean region. In the tradition of earlier seminars for the Africa region, held at Windhoek, Namibia, in 1991 and for the Asia region, held at Alma Ata, Kazakhstan, in 1992, the Santiago seminar adopted a declaration and plan of action.

67. During the reporting period, the Department has greatly strengthened its collaboration with other agencies of the United Nations system. The Department coordinated the work of an inter-divisional task group on special conferences, dealing with all aspects of media coverage of conferences held away from Headquarters. In cooperation with other organizations of the system, the Department also handled all media liaison and promotion for the launching of major reports, including the World Economic and Social Survey and The World's Women. It is also cooperating in the production of three co-sponsored publications: an updated edition of The World's Women (with the United Nations Statistical Division and several United Nations agencies), UN Peace-keeping (with the Military History Quarterly) and Women in Politics (with the Feminist Press at the City University of New York). The Department also coordinates all special events and observances at Headquarters, in cooperation with United Nations agencies, programmes, substantive departments and external sponsoring organizations. The United Nations Information Fair, held at Headquarters from 19 to 29 October 1993, included 30 participants from the United Nations system, affording them the opportunity to meet with thousands of visitors, particularly students and educators.

68. At its July 1994 meeting, held at Montreal, Canada, JUNIC strengthened the cooperation between the members of the United Nations family of organizations and emphasized the common threads in areas of mutual concern. In his address to the meeting, the Assistant Secretary-General for Public Information underscored the benefits of strong, practical and positive inter-agency cooperation, while taking into account the relevant resolutions of the General Assembly. Joint projects undertaken through the JUNIC machinery on major issues serve as a vivid example of the capabilities of the United Nations system to speak with "one voice", thus meeting the most essential requirement for an effective United Nations public information programme in the 1990s.

Notes

1/ Official Records of the General Assembly, Forty-ninth Session, Supplement No. 21 (A/49/21).

2/ Ibid., Forty-eighth Session, Supplement No. 35 (A/48/35).

ANNEX

DPI PRODUCTIONS, DISSEMINATION AND OTHER MAJOR ACTIVITIES IN ACCORDANCE WITH GENERAL ASSEMBLY RESOLUTION 48/44B OF 10 DECEMBER 1993 (JANUARY - AUGUST 1994)

INSTITUTIONAL PUBLICATIONS (in addition to periodical publications released by DPI)		DPI No.
1	Annual Report 1993 of the Secretary-General on the Work of the Organization, released in Chinese (July), Russian (August), [English, French, German and Spanish in 1993]	1420
2	Press Kit on the Secretary-General, released in English (August), containing: (1) Biography of the Secretary-General (2) Travel schedule of the Secretary-General (3) An Agenda for Peace	1557 1558 1247
3	UN Charter, reprint, released in Arabic, English, French and Russian (May)	511
4	Basic Facts about the United Nations, released in French (April), [English in 1993]	1224
5	UN in Brief, released in English (January)	1223/Rev.1
6	50th Anniversary - Fact Sheet, released in English (March)	
7	50th Anniversary - Poster, reprint, released in English (April)	1315
8	50th Anniversary - Brochure, released in English and French (June)	1318

PUBLICATIONS ON THEMATIC ISSUES		DPI No.
A. ECONOMIC AND SOCIAL DEVELOPMENT		
1	Global Conference on the Sustainable Development of Small Island Developing States - Brochure, released in English (January), French and Spanish (February)	1421
2	Global Conference on the Sustainable Development of Small Island Developing States - Poster, released in English (March)	1422
3	Press Kit on Global Conference on the Sustainable Development of Small Island Developing States, containing: (1) Small Islands and Tourism: Finding a Balance, released in English, French and Spanish (March) (2) Paradise in Peril: UN Conference on Small Islands to Seek Strategy for Sustainable Development, released in English, French and Spanish (March) (3) Schedule of Events, released in English (March) (4) Small Islands and Fishing, released in English (March) (5) Small Islands and Trade: Economic Choices, Environmental Impacts, released in English (March) (6) A Plan for Small Islands: Highlights from the Programme of Action, released in English (March) (7) Small Island Developing States and Territories: Basic Indicators, released in English (March)	1423 1456 1457 1458 1459 1460 1461 1466
4	The UN and Drug Abuse Control - Booklet, 2nd reprint, released in English, French and Spanish (February)	1015/Rev 1
5	Development Update, No. 1 released in English (January)	1452/Rev 1
6	Development Update, No. 2 released in English (April)	1452/Rev 2
7	Development Update, No. 3 released in English (June)	1452/Rev 3

8	Development Update, No. 4 released in English (August)	1452/Rev 4
9	Fourth World Conference on Women - March 1994 Fact Sheet No. 3, released in English (March), Arabic, French, Russian and Spanish (April), Chinese (May)	1387/Rev 2
10	Fourth World Conference on Women - Booklet, released in English (June)	1529
11	Fourth World Conference on Women - Conference to Set Women's Agenda into Next Century - Brochure, released in Spanish (January), Arabic, Chinese and Russian (May)	1424
12	World Hearings on Development Press Kit, containing: (1) Agenda for Development, released in English (May), French (June) (2) World Hearings on Development, released in English (May), French (June)	1496 1498
13	Background on 1994 Session of Commission on Sustainable Development, released in English (May)	1480
14	Roundup on 1994 Session of Commission on Sustainable Development, released in English (May), French and Spanish (August)	1534
15	Background on Negotiations for Convention on Desertification, released in English (June), French and Spanish (June)	1393
16	Roundup on Negotiations for Convention on Desertification, released in English (June), French and Spanish (August)	1541
17	Update on Conventions on Climate Change and Biodiversity, released in English (August)	1546
18	Media Alert on August session of UN Conference on Straddling Fish Stocks and Highly Migratory Fish Stocks, released in English (August)	1547
19	Press Summary of Agenda 21, reprint, released in English (August)	1298
20	Press Summary of Rio Declaration, reprint, released in English (August)	1299
21	Convention on Biodiversity, reprint, released in English (August)	1307
22	Convention on Climate Change, reprint, released in English (August)	1300
23	The Standard Rules on the Equalization of Opportunities for Persons with Disability, released in English, French (April), Arabic, Spanish (May), Chinese and Russian (June)	1454
24	Explanatory Brochure on The Standard Rules, in English (May)	1476
25	World Summit for Social Development Press Kit, containing: (1) Logo for Social Summit, released in English, French and Spanish (June) (2) UN Unveils Draft Strategy, released in English and Spanish (June), French (July) (3) Why a Social Summit, released in English, French and Spanish (July) (4) The Job Crisis, released in English, French and Spanish (July) (5) Towards a Society for All, released in English, French and Spanish (August) (6) Attacking Poverty, released in English, French and Spanish (August) (7) World Summit for Social Development brochure, released in English, French and Spanish (August) (8) Draft Declaration and Draft Programme of Action, released in English, French and Spanish (July) (9) World Employment, released in English, French and Spanish (July) (10) Global Poverty, released in English, French and Spanish (July) (11) Social Integration, released in English, French and Spanish (August) (12) Population and Social Development, released in Arabic, English, French and Spanish (August)	1488 1489 1495 1482 1485 1486 1487 1499 1536 1538 1545 1553 1554
26	World Summit for Social Development - Fact Sheet, released in English, French, Russian and Spanish (May)	1455
27	World Summit for Social Development: Challenges for NGOs Newsletter No. 1, released in English (February)	1448

28	World Summit for Social Development: Challenges for NGOs Newsletter No. 2, released in English (May), French and Spanish (June)	1474
29	A New Age for Old Age - Fact Sheet, released in English (August)	1515
30	UNDP: Jobless Growth: A Dilemma - Fact Sheet, released in English (August)	1491
31	UNICEF: Children are Our Future - Fact Sheet, released in English (August)	1492
32	The Family: Building the Smallest Democracy at the Heart of Society - Fact Sheet, released in English (August)	1512
B. HUMAN RIGHTS PROGRAMMES		
1	Press Kit on International Year of the Family 1994, <i>reprint</i> , released in English, French and Spanish (April), containing: (1) Families who Fly, <i>reprint</i> (2) The Changing Family Structure, <i>reprint</i> (3) The International Year of the Family (IYF) 1994, <i>reprint</i> (4) Population Trends and the Family, <i>reprint</i> (5) Human Rights and the Family, <i>reprint</i> (6) Families at Risk, <i>reprint</i> (7) The Family's Role in Socializing Youth, <i>reprint</i> (8) The International Year of the Family and the United Nations System, <i>reprint</i> (9) The International Day of Families	1432 1356 1357 1363 1377 1407 1417 1418 1419 1471
C. NEW AGENDA FOR THE DEVELOPMENT OF AFRICA (in addition to the recurrent publication - <i>Africa Recovery</i>)		
1	African Debt Crisis: A Continuing Impediment to Development, <i>reprint</i> , released in English (January)	
2	Africa Recovery Briefing Note on Angola - UN Battles to Bring Relief to War-torn Angola, <i>reprint</i> , released in English (January), Portuguese (May)	
3	Africa Recovery - Uganda: Development Burdened by Debt, <i>special offprint</i> , released in English (June)	
D. PEACE AND SECURITY PROGRAMMES		
1	Teaching about Peace-keeping and Peacemaking - Booklet, released in English, French and Spanish (February)	1376
2	United Nations Peace-keeping Operations - Background Note March 1994, released in English (March)	PS/DPI/ 15/Rev 6
3	United Nations Peace-keeping Operations - Background Note July 1994, released in English (July)	PS/DPI/ 15/Rev 7
4	The United Nations and the Situation in Somalia - Reference Paper, released in English (March)	1321/Rev 2
5	The United Nations and the Situation in Somalia - Reference Paper, released in English (July)	1321/Rev 3
6	Resolutions of the United Nations Security Council and Statements by its President concerning the Situation between Iraq and Kuwait, released in English (April)	1104/Rev 4
7	Peace-keeping: Answers at Your Fingertips - Poster, released in English (February), French and Spanish (April)	1409
8	Peace-keeping Information Notes, released in English (July)	1306/Rev 3
9	The United Nations and the Situation in the Former Yugoslavia - Reference Paper, released in English (June)	1312/Rev 2
10	UN Focus: United Nations Aouzou Strip Observer Group (UNASOG) - Brochure, released in English (July)	1532

E. ANTI-APARTHEID, DECOLONIZATION AND PALESTINE PROGRAMMES		
1	Complete Decolonization by the Year 2000: Freedom to Choose - Poster, released in English, French and Spanish (February)	1413
2	South Africa's Democratic Elections: The UN's Observer Role - Fact Sheet, released in English and French (April)	1472
3	UN Focus: South Africa's First Democratic Elections - Recent Developments on the Issue of Apartheid in South Africa (III) - Background, released in English and French (April)	1469
4	Promoting a Culture for Peace in the Middle East: An Israeli-Palestinian Dialogue - Book, released in English (May)	1465
5	Jerusalem: Vision of Reconciliation - Book, released in English (January), French (March), Arabic (August)	1430

BRIEFINGS FOR NGO REPRESENTATIVES (Themes of the briefing in chronological order)		
1	Global Conference on the Sustainable Development of Small Island Developing States	12 UN Conference on Population and Development
2	The Results of the 48th Session of the General Assembly	13 The Role of the United Nations in the Election in South Africa
3	The United Nations and the Middle East Peace Process	14 UNDP: Human Development Report 1994
4	The Settlement of Disputes and the International Court of Justice	15 Implications of the World Conference on the World's Children
5	UNICEF Report: "Progress of Nations" (Children's Rights)	16 UN World Conference on Nature Disaster Reduction
6	UNHCR: Challenges of Displacement	17 Disarmament and the Role of the Security Council
7	Fourth World Conference on Women	18 UNICEF: Day of the Africa Child 1994
8	Global Conference on the Sustainable Development of Small Island Developing States	19 The International Year of the Family
9	World Summit for Social Development	20 World Environment Day 1994
10	Advance of Women in Society and their Role in the Media	21 The Thirtieth Anniversary of the Group of 77 of the United Nations
11	UN Non-Proliferation Treaty Extension Conference	

VIDEO PRODUCTIONS	
1	Palestine - 1890s to 1990s (co-production with Point de Jour, France), in English (January)
2	Portraits of Age, in English (February)
3	Enough is Enough, on disarmament, in English (February)
4	The Broken Flight (co-production with ILO) on environment, in English (March), in French and Spanish (April)
5	Honey I am Home (co-production with TVE, United Kingdom) on International Year of the Family, in Arabic, English, French and Spanish (April/May)

SPECIAL RADIO FEATURE PROGRAMMES/SEGMENTS	
1	"Blue Helmets" (in the six official languages)
	No. 9

2	Special Report on Somalia (in the six official languages)	21
3	Special Report on the Former Yugoslavia (in the six official languages)	21
4	Water our Precious Resource (in the six official languages and in languages such as Bengali, Hindi, Indonesian, Kiswahili, Portuguese, Turkish and Urdu)	8
5	Population (in the six official languages and in languages such as Bengali, Hindi, Indonesian, Kiswahili, Portuguese, Turkish and Urdu)	6
6	Sustainable Development of Small Island Developing States (in six official languages and in languages such as Bengali, Hindi, Indonesian, Kiswahili, Portuguese, Turkish and Urdu)	5
7	"One South Africa" and "Southern Africa Review" (in English, Sesotho, Setswana, Xhosa and Zulu)*	375

OTHER MAJOR ACTIVITIES		Quantity
1	Radio news magazines produced and distributed (in the six official languages and in Bengali and Kiswahili)	816
2	Radio magazines and features/documentaries produced and distributed (in the six official languages and in languages such as Bengali, Dutch, French-Creole, Hindi, Indonesian, Kiswahili, Portuguese, Turkish and Urdu)	701
3	TV coverage of meetings and events produced and distributed	681
4	Edited TV news packages produced and distributed	161
5	Press releases produced and distributed (in English and French)	1,879
6	"World in Review" radio programmes produced and distributed (in English)	46
7	TV programmes "World Chronicle" produced and distributed (in English)	19
8	TV magazines "UN in Action" produced and distributed (in Arabic, English, French, Russian and Spanish)	35
9	Photos of meetings and events produced and distributed	1,128
10	Requests met for material from the audio-visual library	4,115
11	Requests met for photos from the photo library	6,868
12	Services and broadcasting facilities provided for accredited media	522
13	Participants in the Guided Tours at Headquarters up to 15 August 1994 (during the same period in 1993 - 307,473)	239,779
14	Permanent media accreditation processed at Headquarters	2,439
15	Temporary media accreditation processed at Headquarters	2,369
16	Titles of publications/documents transmitted electronically (DPI and other publications, official and other parliamentary documents)	3,244
17	Titles of publications/documents transmitted by pouch (DPI and other publications, official and other parliamentary documents)	724
18	News items transmitted exclusively for news agencies in and of developing countries	204
19	Radio telephone feeds transmitted (in English, French, Spanish, and in Portuguese)	169

* Terminated in June 1994.